

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Precision Technology Inc

Texas Manufacturing Assistance Center

Quality System Moves Precision Technology Ahead of the Competition

Client Profile:

Precision Technology, Inc., (PTI) has been manufacturing circuit board assemblies for major companies throughout the Dallas/Fort Worth Metroplex since 1980. Headquartered in Dallas, Texas, the company currently has approximately 35 employees. Customers include Texas Instruments, Luminator, Century Flights, Westinghouse, Global Focus, and Productivity Systems, Inc.

Situation:

In 2001, several of PTI's current and potential customers required the company to obtain ISO 9001 certification to secure future business. The company began exploring its registration options and was referred to the Texas Manufacturing Assistance Center (TMAC), a NIST MEP network affiliate, a resource that could develop and implement an ISO-compliant quality management system (QMS). After moving to a new building in the fall of 2001, PTI contacted TMAC for assistance.

Solution:

TMAC agreed to establish the initial documentation required to satisfy the ISO 9001 requirements. PTI assumed responsibility for training its employees and implementing the system. This first phase was completed in April 2002. However, phase one brought PTI to the realization that TMAC, with its advanced skill sets, was the logical choice to successfully lead the implementation. PTI asked TMAC to provide on-site direction and assistance to design, build, and implement the quality management system. TMAC initially presented an ISO 9001 management system overview to the company, and then helped establish PTI's quality objectives. TMAC worked one-on-one with process owners to develop flow chart processes; developed the quality manual, procedures, work instructions, and forms; and reviewed all documentation with process owners for completeness. Next, TMAC trained PTI personnel on the quality policy, procedures, and work instructions; trained internal auditors; and finalized the implementation of the system. Prior to the formal audit, TMAC helped PTI's internal auditor conduct quality audits. Finally, TMAC aided the registrar selection process and wrapped up issues encountered during the company's formal audit. PTI is now registered to the ISO 9001 standard and meets its customer requirements.

Results:

- * Achieved ISO 9001 certification.
- * Created a fully documented set of business procedures.

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- * Realized approximately \$2.5 million in retained sales and the opportunity of an estimated \$700,000 in additional sales in the coming year.
- * Reduced internal defects and customer returns to less than 1 percent.
- * Improved on-time delivery over 70 percent.
- * Created 6 additional jobs.

Testimonial:

"Our team at PTI is thankful to the Texas Manufacturing Assistance Center for providing on-site direction and helping us in the implementation of the ISO 9001 standard. There is tremendous hidden benefit to improving the service, on-time delivery, and quality to our existing customers, and to increase new potential customers by reducing our operational cost."

Harry Sutaria, CEO